



Conservatives Introduce Taxpayers' Bill of Rights



James Moore MP
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OTTAWA – Canada's Conservative government recently announced two new initiatives, a Taxpayer Bill of Rights to ensure Canada Revenue Agency (CRA) is more accountable to Canadians.

“All taxpayers will be better served by these new initiatives that will enhance the services delivered to Canadians by the Canada Revenue Agency (CRA),” says local MP James Moore. “We want taxpayers to know they have rights and that the CRA take these rights seriously. By introducing a Taxpayer Bill of Rights, we are ensuring that taxpayers are served with a higher standard of service, and if that fails, they have a Taxpayers' Ombudsman to turn to.”

Taxpayer Bill of Rights

The Taxpayer Bill of Rights includes 15 rights. Taxpayers now have the right to:

1. Receive entitlements and to pay no more and no less than what is required by law.
2. Service in both official languages.
3. Privacy and confidentiality.
4. A formal review and a subsequent appeal.
5. Be treated professionally, courteously, and fairly.
6. Complete, accurate, clear, and timely information.
7. As an individual, not to pay income tax amounts in dispute before you have had an impartial review.
8. Have the law applied consistently.
9. Lodge a service complaint and to be provided with an explanation of our findings.
10. Have the costs of compliance taken into account when administering tax legislation.
11. Expect us to be accountable.
12. Relief from penalties and interest under tax legislation because of extraordinary circumstances.
13. Expect us to publish our service standards and report annually.
14. Expect us to warn you about questionable tax schemes in a timely manner.
15. Be represented by a person of your choice.

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